

Processes

Processes are the series of steps, arrangements or activities that a provider or organisation carries out to deliver safe care that meets people's needs.

Our assessments focus on how effective processes are to the relevant quality statement. To do this, we will look at information and data sources that measure how well processes work. Examples of evidence for processes include:

- results from audits a provider has developed or from national programmes (for example, the National Clinical Audit and Patient Outcomes Programme)
- findings and learning from safety incidents
- access times for treatment and care
- case note reviews of people's care or clinical records.